Web BL Printing – CMA CGM Group eBusiness

BL Printing – Original (Software Installation)

Note:

- a) In order to print the document, please install the latest "Adobe Acrobat Reader."
- **b)** In order to display the original BL, you should have "**FileOpen**" **plug-in** installed on your computer (one-time installation).

If your system is not installed with this plug-in or if you are not sure if you already have it installed, kindly install the plugin from File Open website: http://plugin.fileopen.com

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ι.	FileOpen Client Installers
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FileOp Windows Installers	FileOpen Exe Installer [998] (recommended)
System Requirements	MSI Installer for 64-bit systems [998] 64-bit Windows 10 or later, Server 2016 or later Adobe Reader/Adobe Acrobat 9.0 or later
Which installer should I choose?	We recommend the .exe installer for normal interactive installations as it will install the correct version for your platform. The .exe and .msi installers are equivalent. We provide .msi installers for network deployment by system administrators.
If your system type is 32 bit, please click here	For 32-bit and/or older versions of Windows use the 0996 Exe Installer
How to check your System type in your computer (whether 32 or 64 bit? 1) Select the Start button, then select Settings > System > About . Open About settings. 2) At the right, under Device specifications, see System type	Image:
2) Please click to open the FileC your computer.	OpenInstaller.exe and click Next to install the FileOpen in

- c) Original BL will be printed on System's <u>default printer</u> only. So kindly update your printer to default printer under system control panel.
- d) Kindly <u>update your Browser setting</u> as below:

BL Printing – Original (Browser Settings)

Internet Explorer

No setting change required. Version 9.0 & above supported.

Microsoft Edge

Go to the below URL in MS Edge: edge://settings/content/pdfDocuments

<u>Microsoft Edge</u>	
Please disable the inbu	ilt PDF viewer in EDGE to print the OBL.
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Once you have completed above instructions, you can **access your Original BL** in eBusiness.

Login to CMA CGM Group eBusiness



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3) Click on "Download and Print OBL" to download the Original BL for printing

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6/10/2020						
(Q) To be Printed						

4) Printer selection and Printing B/L

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Note:

Do not print the Original if you are planning to make a special request or modification on the B/L text or content. Do not forget to insert Blank OBL B/L paper into your printer before you click on "Print" button. The "pdf" file already consists of 3 copies of the Original BL. Therefore, the Number of copies in printer selection screen always should be ONE (1). Please change Print type to 1 sided in the Print – Properties setting. You may watch How to print your Original Bill of Lading (OBL) tutorial on YouTube -[Tutorial] My CMA CGM - How to print your Original Bill of Lading (OBL) - YouTube In case of any questions on online BL printing on CMA CGM Group eBusiness

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Platform, please contact: ecustomersupport@cma-cgm.com.

Troubleshooting guide for Web OBL print

Error 1: We can't open this file



- Issue: Customer is encountering the above error when printing the OBL due to the OBL pdf is opening from the Browser. The OBL pdf needs to be downloaded and open in the Adobe to print the Web OBL.
- What should I do: Please update your Browser Setting (refer to Page 1) before printing OBL.

Error 2: Failed to load PDF account

Error	
Failed to load PDF document.	
	Reload

Issue: Customer is encountering the above error when printing the OBL due to the OBL pdf is opening from the Browser. The OBL pdf needs to be downloaded and open in the Adobe to print the Web OBL.

What should I do: Please update your Browser Setting (refer to Page 1) before printing OBL.



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Issue: Customer maybe opening the OBL pdf file from some other apps.

What should I do: Please re-install the FileOpen plugin and update Browser Setting as per following steps:

- a) Please update Browser Setting if you are using Chrome, Microsoft Edge, and Firefox browser (Please refer Page 1). No special requirement for Internet Explorer (IE) browser only.
- b) Please uninstall + reinstall the FileOpen plugin as per steps below:
- Step 1: Uninstall FileOpen plugin from your PC: (go to Control Panel\Programs and Features--->find FileOpen client->right click and uninstall)
- Step 2: Please click this link: <u>http://plugin.fileopen.com/tools/FileOpenUninstallTool.exe</u> to download the uninstaller and run the same. This will remove all registry and cache files of previous version.
- Step 3: Now download FileOpen plugin from: <u>https://plugin.fileopen.com/</u> and save it to PC other than to TEMP folder.
- Step 4: Close all the browsers and PDF file which are in use now. Please install the saved FileOpen plugin.
- Step 5: Restart the PC.
- Step 6: Please install the latest "Adobe Acrobat Reader."
- Step 7: Login to eBusiness to print the OBL.
- Step 8: if error persists, please go to File explorer Downloads Find the Web OBL pdf, right click and choose Open with Adobe Acrobat Reader DC.